



Our commitment to safety around Coronavirus (COVID-19) - Update 23/03/20 TEMPORARY CLOSURE

Dear Swim School Family,

In line with escalated Government regulations on indoor sporting venues, we will be temporarily closing our venue from 12pm today, Monday 23rd March 2020. At this stage the Government has advised that this situation will be reviewed monthly.

Although this will impact hardest on our staff and kids who will miss lessons, we understand that this action is required and we want to do everything we can to assist in this unprecedented situation.

Please note – **you do not need to do anything**. We will keep you up to date by email and our website as soon as we have been advised we can re-open.

To assist we have prepared some FAQs below -

What happens with the remainder of the payment that I made for March?

- This will be automatically credited to your account for when we re-open. You do not need to do anything.

Will I be charged for next month as normal?

- No. All payments will be suspended until we have been advised by the Government that we are able to re-open. Customers will be notified in advance of the date that we re-open and that payments will resume.

What will happen to my child's enrolment?

- All enrolments will be frozen as they currently stand to resume as normal when we re-open.

What if I have submitted a Departure Request Form for the end of this month?

- If you have already submitted a Departure Request Form for your children, their enrolments will still be cancelled as of the end of the month. You will however still receive a credit for the remaining March lessons which you can use towards re-enrolling them.

What if I have submitted a Holding Fee Request for April?

- If you have already submitted a Holding Fee Request this will no longer be required and will not be debited to your account. You do not need to do anything.

I have makeups on file. Will these still be valid when lessons come back?

- Yes, due to the extenuating circumstances we will honour any makeups that are currently valid on your child's account when we resume operations.

The Ezyswim team has been delivering swimming programs in the Bankstown community since 2006. Our exceptional team of staff although devastated, remain positive and look forward to our re-opening and continuing to provide valuable services to the community in the coming months.

Due to this closure and with reduced staff the best way to contact us should you have any questions is via email at info@ezyswim.com.au. Otherwise thank you for your overwhelming support and please stay healthy and safe.

Kind Regards,

Holly Atherton - Customer Service and Marketing Manager

Sheree Borg - Venue Manager

and the Ezyswim Team.